brussels airlines
flying your way

b.trained

User guidelines

Human Resources – Training Department

Table of content

I. Introduction 3
Course 3
What courses can I subscribe to? 3
Training cost 4
Travel Arrangements and Hotel Accommodation 4
Structure of this manual 4
General overview 5
II. Training catalogue & Course Registration 6
Course & session information 7
Register to courses 8
Overview of your enrolments 10
III. E-Learning Platform 12
Where, when to follow e-learning courses? 12
Access to the e-learning platform 13
IV. Manage the request from your Team 14
How can I know that there are new training requests? 14
Login as a Line Manager 15
Managing Training Requests 16
Reminders 18
Overview of your Team Members Subscriptions 19
Registration of non b.air employees 20

I. Introduction

B.trained is a virtual area on b.tuned that has just been launched. To access to B.trained, click on the 'b.trained' button available on b.tuned (Right side).

Use B.trained to:

- See the training offer (cfr. below) that we have within Brussels Airlines.
- Register to courses.
- Review your course enrolments.
- Access to your e-learning courses.
- Manage the training requests of your employees.
- Register non-b.air staff (*such as employees from handling partners in outstations).*

Courses

The training offer present on b.trained is the offer of Ground Operations, Human Resources and Maintenance & Engineering.

Cockpit and Cabin Crew courses will still follow the usual registration process via 'Blue One'.

What courses can I subscribe to?

Every employee of Brussels Airlines is able to see the full training offer of the company. You can subscribe to any of the course that you need in your daily work provided that you are part of the target group for whom the training course is build up. If you have any doubts, you will always be able to see which Training Department is the organizer of a specific training course, feel free to contact them.

Before subscribing to a course, you should consult your Line Manager and have his advise about the opportunity to follow a course.

The Training Organisers will refuse requests that do not respect pre-requisites defined in the course information.

Training cost

For every course available, the Training Organiser has calculated a cost per participant. All courses available are taken on the budget of the training department (and will not be charged on your department) provided that you effectively follow the course you have subscribed to. More information is available in the Brussels Airlines training policy regarding the changes and cancellation rules.

Travel Arrangements and Hotel Accommodation

The participants are responsible for the organisation of **Hotel** and **Travel arrangements** when required. The cost of HOTAC is not supported by the Training Department.

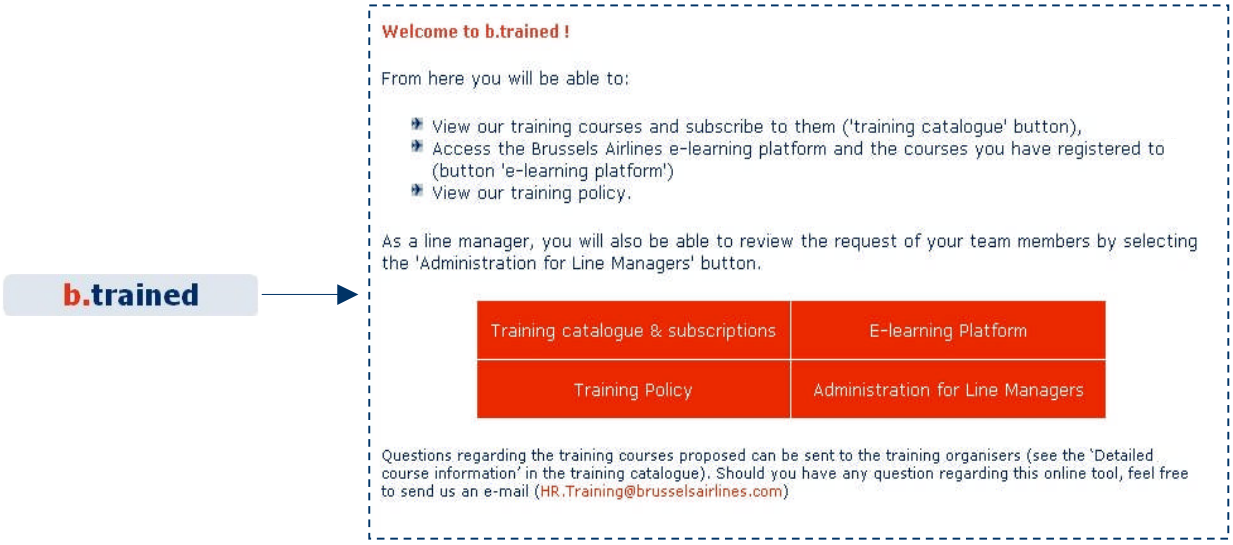
Structure of this manual

This user manual has been created to help you using b.trained. The first part of the manual covers how you can, as a Brussels Airlines staff member, subscribe to training courses. The second part covers how you can administer training requests coming from the staff members for whom you have been appointed Training Approver.

If you have any questions regarding this tool, feel free to contact us (hr.training@brusselsairlines.com).

General overview

Clicking on the 'B.Trained' button on our intranet main page will open the following page.


b.trained
Welcome to b.trained !
From here you will be able to:
View our training courses and subscribe to them ('training catalogue' button),
Access the Brussels Airlines e-learning platform and the courses you have registered to (button 'e-learning platform')
View our training policy.
As a line manager, you will also be able to review the request of your team members by selecting the 'Administration for Line Managers' button.
Training catalogue & subscriptions
E-learning Platform
Training Policy
Administration for Line Managers
Questions regarding the training courses proposed can be sent to the training organisers (see the 'Detailed course information' in the training catalogue). Should you have any question regarding this online tool, feel free to send us an e-mail (HR.Training@brusselsairlines.com)

b.trained- homepage

B.Trained is structured in 4 parts:

- Training Catalogue & Subscriptions: view the course organised within B.air & Subscribe to sessions.
- E-learning Platform: Access to the e-learning courses you have subscribed to via our training catalogue.
- Training Policy: View the b.air training policy.
- Administration for Line Managers: Manage the training requests of your Team and subscribe non-b.air employees[1].

[1] For example: Employees working for handling partners in outstations.

II. Training catalogue & Course Registration

Click on the 'Training Catalogue & Subscription' button to view the courses organised within Brussels Airlines and to register to classroom sessions or e-learning modules.

Training catalogue & subscriptions
Back to main menu | Overview of your enrollments | Training Policy
Course Registration Platform
Welcome to the Brussels Airlines online course registration platform.
From this page, you will be able to:
View & register to our training courses and e-learning modules.
Follow up your enrollments.
Training Catalogue
Quick search: go [clear results]
+Check In and Boarding Courses [1]
+Dangerous Goods Courses [1]
+Load Control and Planning Courses [1]
+Maintenance & Engineering Courses [1]
+Microsoft Office skills Courses [9]
+Reservation Fares and Ticketing related courses [1]
+Soft Skills Courses [6]
Assertiveness Classroom
b.welcome Classroom
English Presentation Skills Classroom
Finance for non-financial Managers Classroom
Project Management Classroom
Situational leadership Classroom
= click for detailled information and subscription
'+' Expands the tree structure
'i' Detailed course & session information

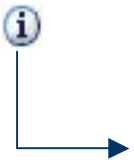
Training catalogue

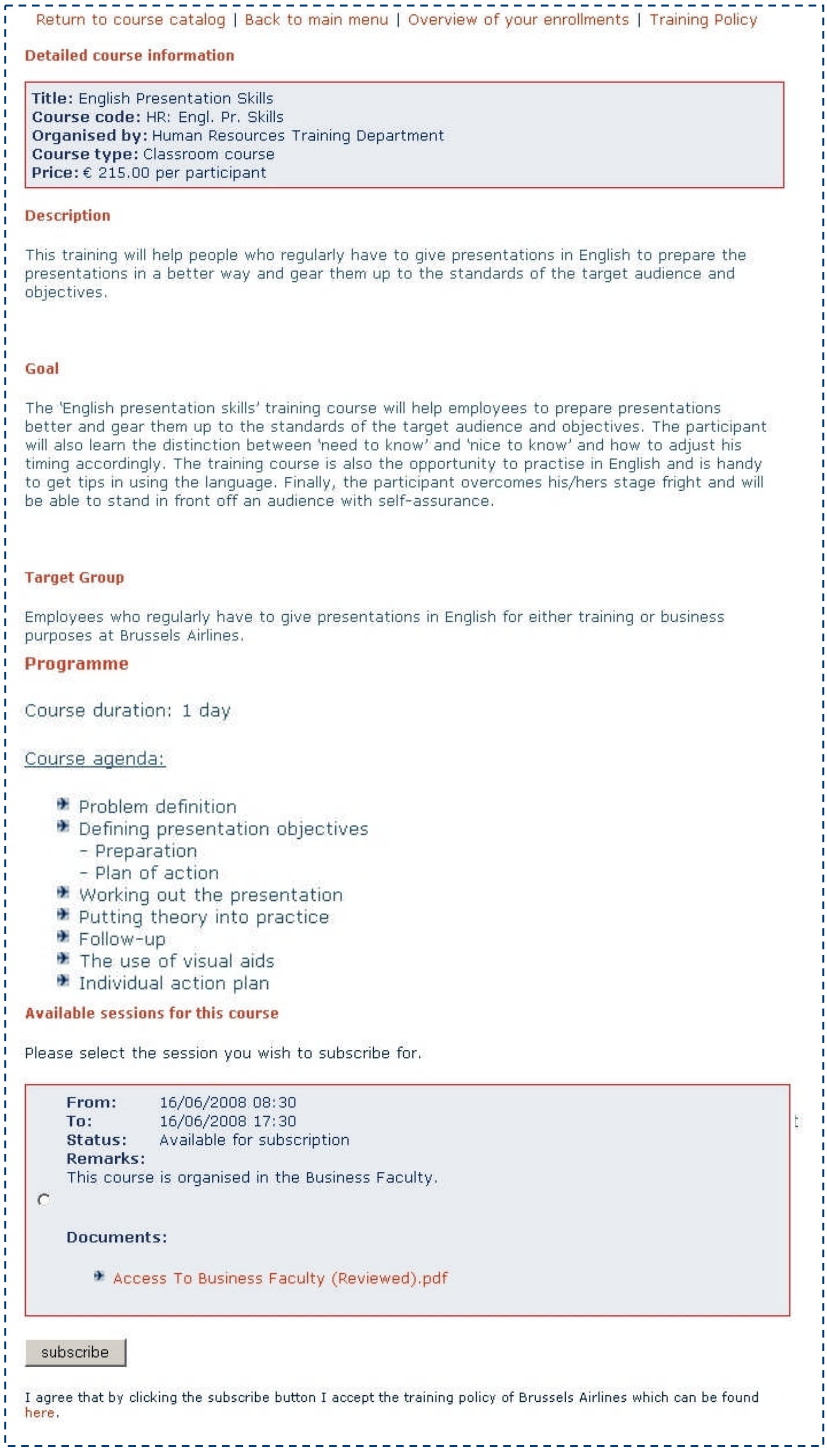
The catalogue is structured as following:

Course category	*Ex.:*	*Soft Skills Courses*
↳Training course	*Ex.:*	*English Presentation Skills*
↳Session	*Ex.:*	*Tuesday 28 May 2008*

Course & session information

You will be able to find detailed course information by clicking on the 'i' icon next to the title of a training course. The course information is divided in two parts: course and session information.




Return to course catalog | Back to main menu | Overview of your enrollments | Training Policy
Detailed course information
Title: English Presentation Skills
Course code: HR: Engl. Pr. Skills
Organised by: Human Resources Training Department
Course type: Classroom course
Price: € 215.00 per participant
Description
This training will help people who regularly have to give presentations in English to prepare the presentations in a better way and gear them up to the standards of the target audience and objectives.
Goal
The 'English presentation skills' training course will help employees to prepare presentations better and gear them up to the standards of the target audience and objectives. The participant will also learn the distinction between 'need to know' and 'nice to know' and how to adjust his timing accordingly. The training course is also the opportunity to practise in English and is handy to get tips in using the language. Finally, the participant overcomes his/hers stage fright and will be able to stand in front off an audience with self-assurance.
Target Group
Employees who regularly have to give presentations in English for either training or business purposes at Brussels Airlines.
Programme
Course duration: 1 day
Course agenda:
Problem definition
Defining presentation objectives
- Preparation
- Plan of action
Working out the presentation
Putting theory into practice
Follow-up
The use of visual aids
Individual action plan
Available sessions for this course
Please select the session you wish to subscribe for.
From: 16/06/2008 08:30
To: 16/06/2008 17:30
Status: Available for subscription
Remarks:
This course is organised in the Business Faculty.
Documents:
Access To Business Faculty (Reviewed).pdf
subscribe
I agree that by clicking the subscribe button I accept the training policy of Brussels Airlines which can be found here.

Course information

Session information & Registration *(Select the session and press the subscribe button)*

Course & Session information

Register to courses

When you subscribe to a course, the following confirmation screen will pop up.

Return to course catalog | Back to main menu | Overview of your enrollments | Training Policy
Confirm your enrollment
Personal details:
Name: Steffen Fobe
Department: HR
Email: Steffen.Fobe@brusselsairlines.com
Line manager: Diane Cauwenberghs
Course details:
Course: English Presentation Skills
Session: 16/06/2008 08:30 - 16/06/2008 17:30
Please confirm your enrollment request. You will be notified by email when your request gets approved or denied.
Confirm

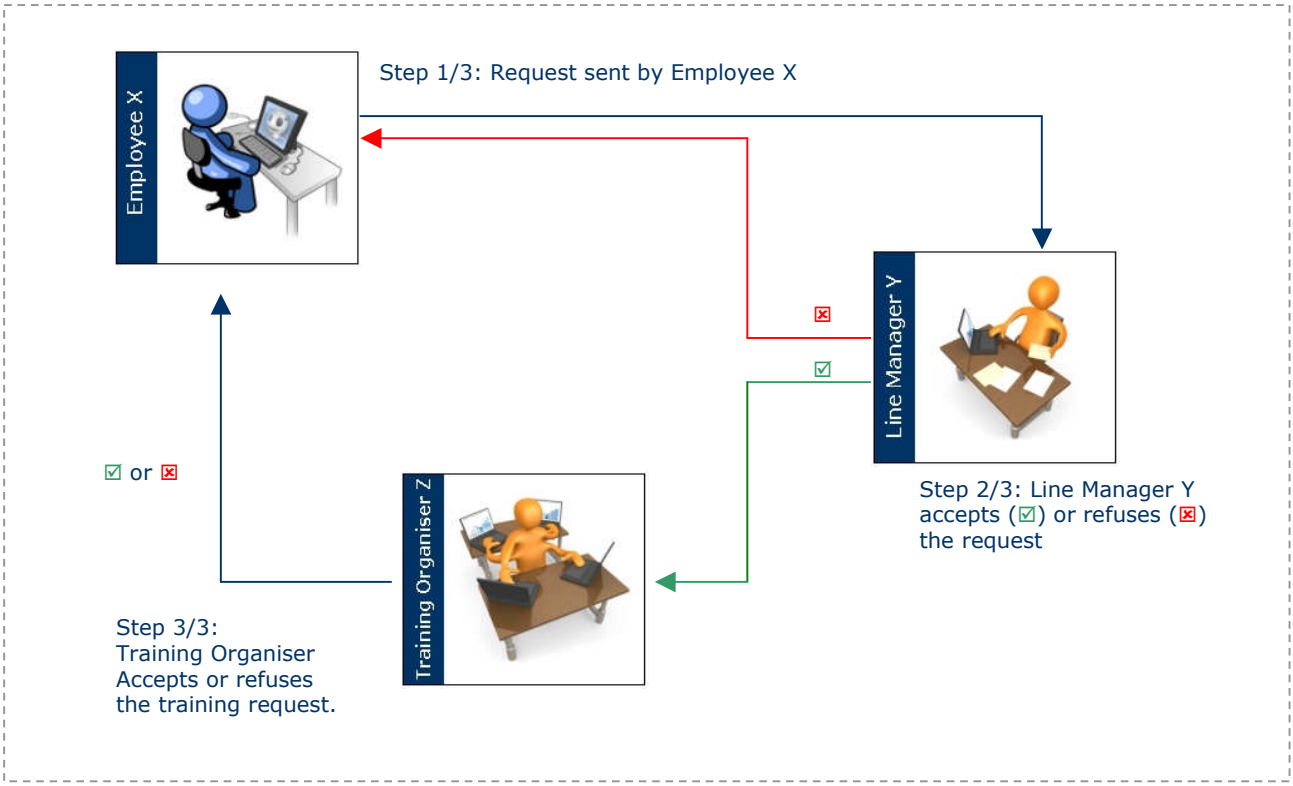
Enrolment confirmation

All training requests will be handled as follows:

Step 1/3		Request sent to Training Approver (usually your Line Manager).
Step 2/3	✓	Request accepted by Training Approver (& sent to Training Organizer)
	☒	Request Refused by Training Approver (final status)
Step 3/3	✓	Request accepted by Training Organizer
	☒	Request Refused by Training Approver (final status)

Remark:

All information linked to the Line Manager is handle by HR. Feel free to contact us should there be any change (hr.training@brusselsairlines.com).



Registration process overview

When you apply to a training course, you will be kept notified by e-mail about the status of your application during the registration process. The e-mails will be sent from the e-mail address of the Training Organiser.

From	Subject
HR Training	b.trained - step 3/3: Your training has been approved
HR Training	b.trained - step 2/3: Approved by your Training Approver - sent to the Training Department
HR Training	b.trained - step 1/3: Request sent to your Training Approver

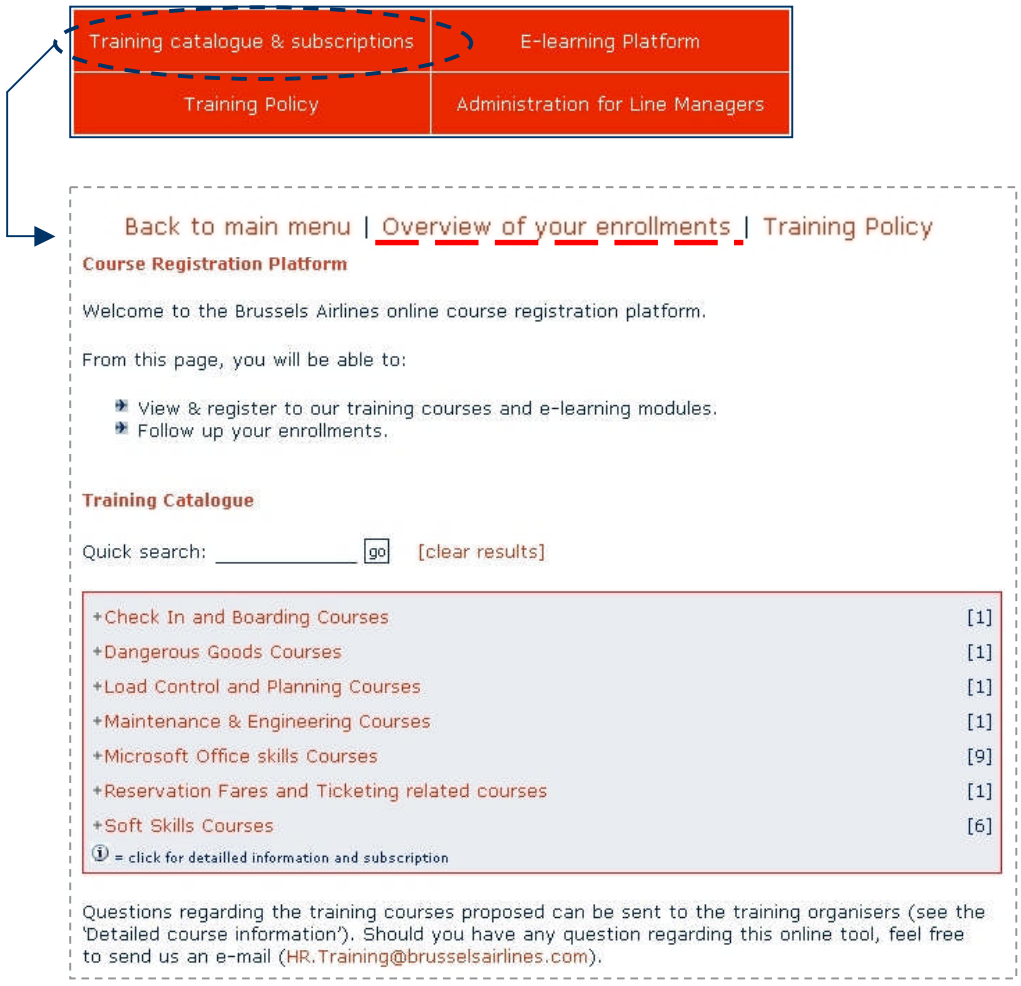
Subscription process, notification e-mails

Remarks:

- The Training Organisers give the final approval.
- The Training Organisers will not process requests refused by a Training Approver.
- The Training Organisers will refuse all requests that do not respect the pre-defined requirements mentioned in the course information.
- Keep in mind that you are responsible for the eventual travel arrangements and hotel accommodation.

Overview of your enrolments

From the 'Training Catalogue & Subscription' menu, you will be able to review your course registrations.


Training catalogue & subscriptions
E-learning Platform
Training Policy
Administration for Line Managers
Back to main menu | Overview of your enrollments | Training Policy
Course Registration Platform
Welcome to the Brussels Airlines online course registration platform.
From this page, you will be able to:
View & register to our training courses and e-learning modules.
Follow up your enrollments.
Training Catalogue
Quick search:
go
[clear results]
+Check In and Boarding Courses [1]
+Dangerous Goods Courses [1]
+Load Control and Planning Courses [1]
+Maintenance & Engineering Courses [1]
+Microsoft Office skills Courses [9]
+Reservation Fares and Ticketing related courses [1]
+Soft Skills Courses [6]
= click for detailled information and subscription
Questions regarding the training courses proposed can be sent to the training organisers (see the 'Detailed course information'). Should you have any question regarding this online tool, feel free to send us an e-mail (HR.Training@brusselsairlines.com).

Overview of your enrolments

The status of the enrolments is displayed on the right side of the **subscription overview**.

Return to course catalog | Back to main menu | Training Policy
Subscriptions overview
= awaiting approval = request approved = request denied = cancel your request
Request status
Course 1
Subscription date: 03/06/2008 Line manager: Steffen Fobe
Course: 3. Microsoft PowerPoint (Advanced)
From: To:
Course 2
Subscription date: 03/06/2008 Line manager: Steffen Fobe
Course: 4. Microsoft Excel (Power Users)
From: To:
Reason: Have a nice training. Diane Cauwenberghs
Course 3
Subscription date: 03/06/2008 Line manager: Steffen Fobe
Course: English Presentation Skills
From: 16/06/2008 08:30 To: 16/06/2008 17:30
Reason: As we just discussed, for the moment the session is full. Another session is organised on 30 September 2008. Diane Cauwenberghs
Note: You can only cancel subscription requests which aren't processed yet.
If you want to cancel an approved subscription you should contact your line manager or training responsible directly !

Overview of your enrolments

The following statuses are possible:

- 'Awaiting approval'
  This request still needs to be treated by the Line Manager and / or the Training Department in charge of the organisation of the training course.
- 'Request approved'
  This request has been approved (by the Line Manager and Training Department).
  Optional: The Line Manager and Training Organiser can also add a remark.
- 'Request denied'
  The Line Manager or Training Department has refused the request. In case of refusal, a reason of refusal is mandatory.

Course cancellations

- You will only be able to cancel training requests that have not yet been approved

III. E-Learning Platform

Where, when to follow e-learning courses?

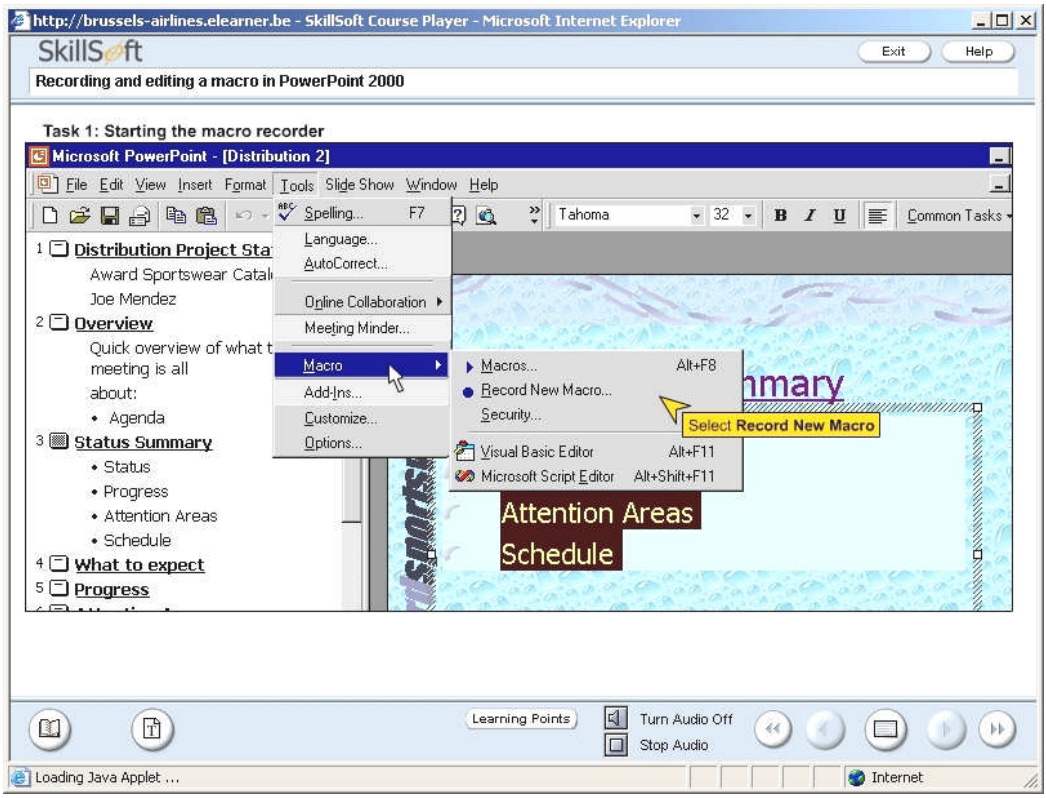
First of all, we advise you to plan yourself in advance to follow e-learning sessions, and this, in accordance with the organisation of your Department. Block space in your calendar to follow the e-learning courses.

Following an e-learning course needs full concentration. You need an environment where you will not be interrupted by phone calls, e-mails, etc.

Most of the e-learning courses use a sound module, where a virtual instructor gives you a training course. The sound of the course might irritate your colleagues. Therefore, your office desk does not seem to be the best solution.

We highly advise you to follow your courses in the special dedicated areas that have been set up in our company. The pilots and cabin attendants should use the e-learning training room (or CBT room) located in the b.house (Floor -1). For the administrative staff, we found a temporary solution on the ground floor next to the coffee shop.

If you wish, you can also access your e-learning courses from home.



Microsoft PowerPoint E-learning module

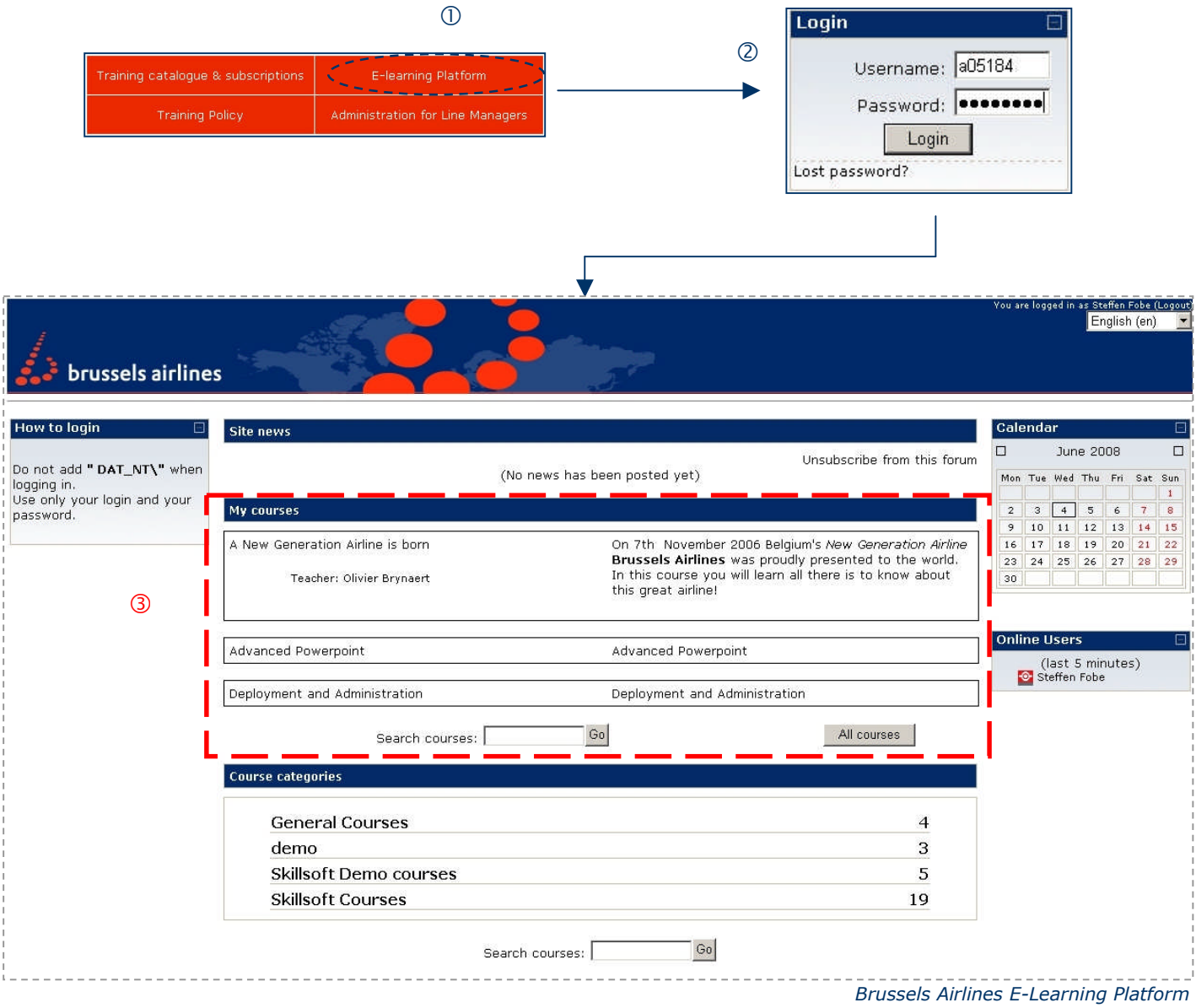
Access to the e-learning platform

All approved e-learning courses will be activated on the Brussels Airlines e-learning platform that you can access by clicking on the 'E-learning Platform' button on b.trained.

Use your normal 'a' login and password to access to the platform.

Once logged in, your courses are available in the middle of the e-learning platform. Click on the course you would like to follow, and follow the instructions.

Remark: in some cases, it might take some time before your e-learning module starts, as it has to be loaded on an external sever.



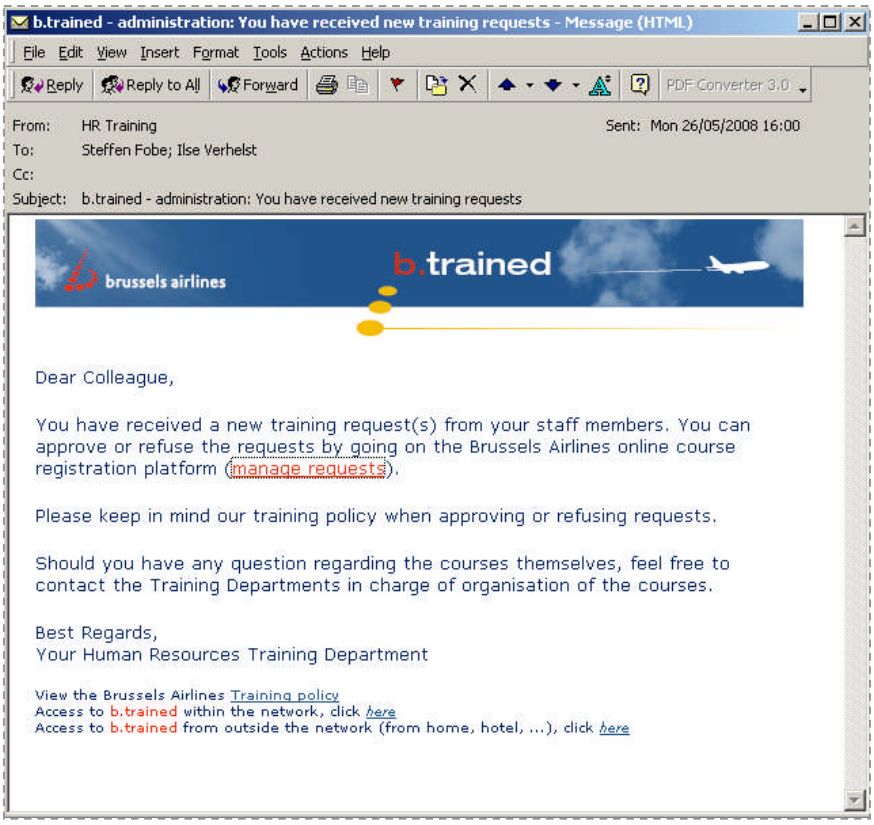
Brussels Airlines E-Learning Platform

IV. Manage the request from your Team

How can I know that there are new training requests?

When one or more of your Team Members have applied for a training course, b.trained will send you a notification e-mail.

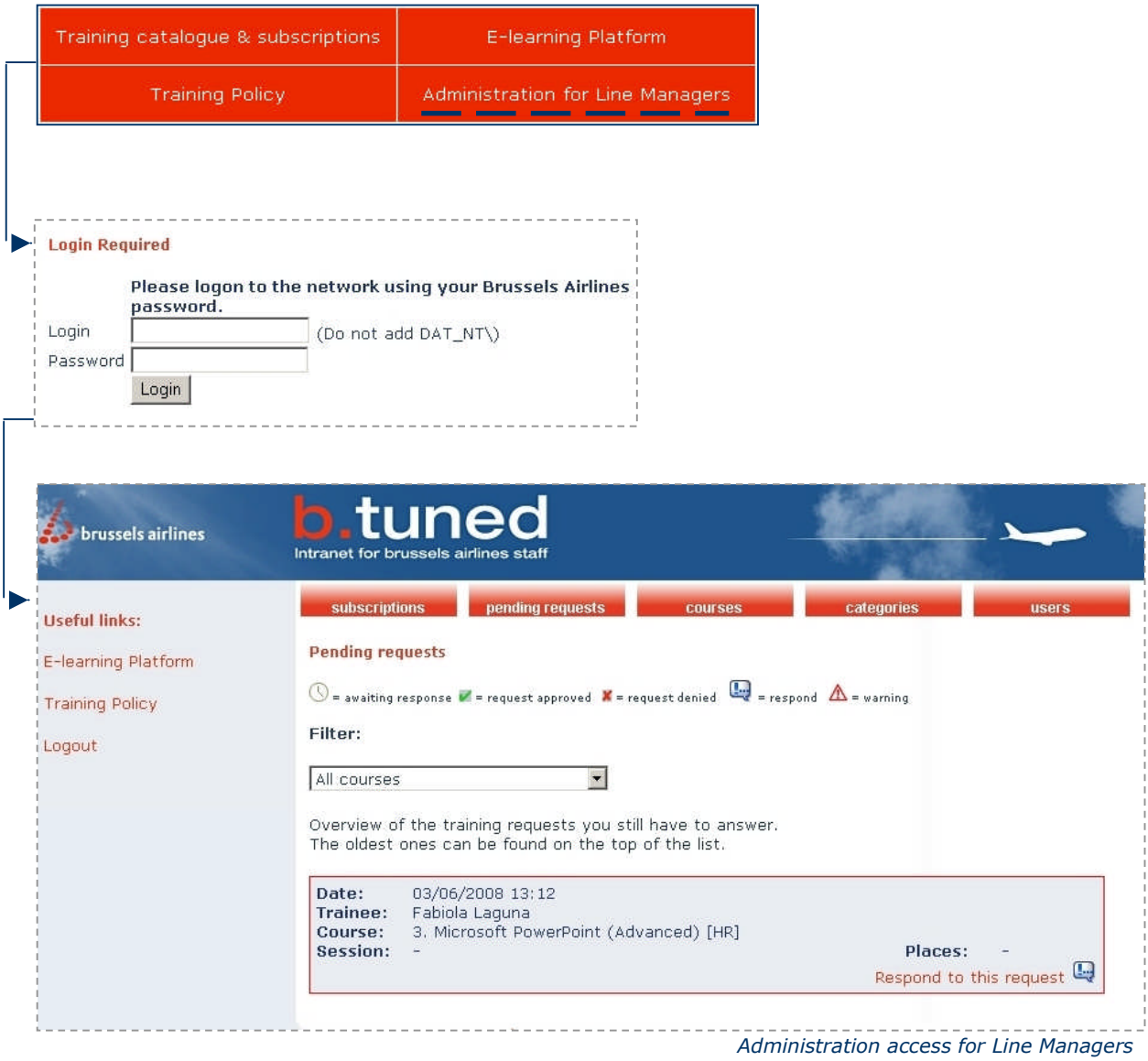
The notification e-mail is sent at 16.00 Belgian time, and has as subject: 'b.trained – administration: You have received new training requests'.


b.trained - administration: You have received new training requests - Message (HTML)
File Edit View Insert Format Tools Actions Help
Reply Reply to All Forward
From: HR Training
Sent: Mon 26/05/2008 16:00
To: Steffen Fobe; Ilse Verhelst
Cc:
Subject: b.trained - administration: You have received new training requests
brussels airlines
b.trained
Dear Colleague,
You have received a new training request(s) from your staff members. You can approve or refuse the requests by going on the Brussels Airlines online course registration platform (manage requests).
Please keep in mind our training policy when approving or refusing requests.
Should you have any question regarding the courses themselves, feel free to contact the Training Departments in charge of organisation of the courses.
Best Regards,
Your Human Resources Training Department
View the Brussels Airlines Training policy
Access to b.trained within the network, click here
Access to b.trained from outside the network (from home, hotel, ...), click here

New training requests notification e-mail

Login as a Line Manager

To administer the training requests from your Team Members, click on the 'Administration for Line Manager' button on b.trained. There you will have to login (use your standard 'a' login and password).



Administration access for Line Managers

As a Line Manager, you will be able to:

- Manage the Requests of your Team Members ('Pending Requests') (default screen when you login).
- Have an overview of the course subscriptions of your Team Members ('subscriptions').

Managing Training Requests

Managing requests as a Line Manager is the second phase[2] of the b.trained approval process (see page 8 for a full explanation of the approval process).

By default, when you login as a Line Manager on b.trained, you will arrive on the 'Pending Requests' section.

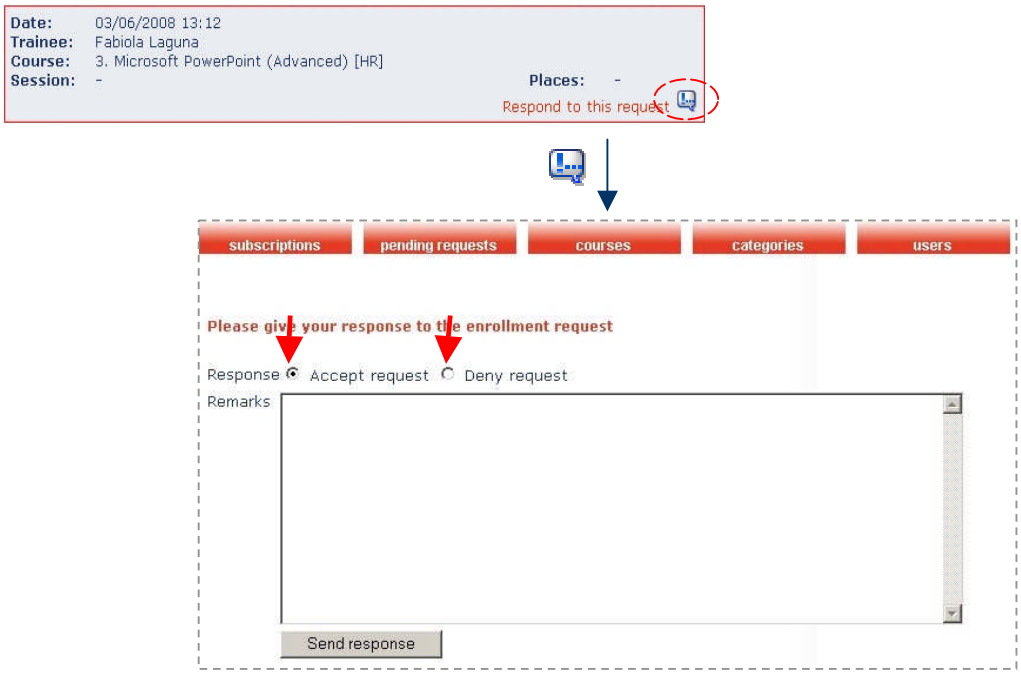
In this section, you will be able to manage the pending requests from your Team Members, by accepting or refusing the request.

In the illustration below, we have two requests that are waiting for an answer from the Line Manager.

Pending requests

To handle a request, press on the ' ' icon next to the request.

[2] Phase 1: application of the employee,
Phase 2: approval / refusal of the Line Manager,
phase 3: final approval by the Training Department in charge of the course organisation.



Handling requests

You can accept or refuse the request. Accepted requests do not require any remarks.

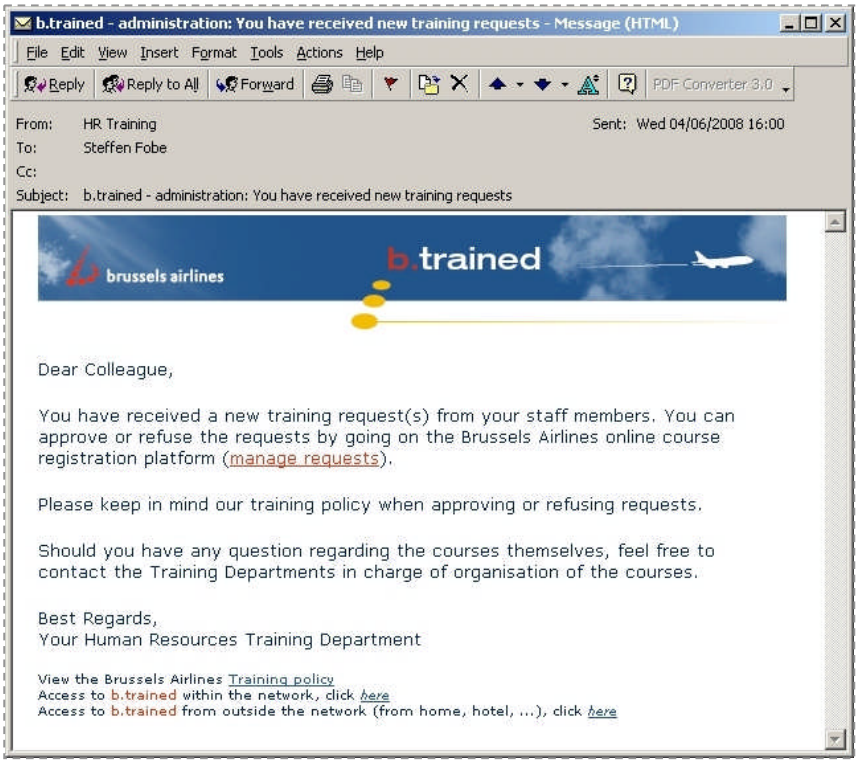
When you, as a Line Manager, have approved a training request (step 2/3), the request will be sent to the Training Department in charge of the organization of the training course for final approval (step 3/3).

Once this request has been approved or denied by the Training Organizer, you will be able to find it back in the overview of your Team Members subscriptions (see page 19).

Reminders

It can happen that one forgets to handle training requests. Therefore, b.trained has been setup to send a reminder when you still have pending requests from your Team Members.

In this case, an automated e-mail will be sent to you when a request has been pending for three days.


b.trained - administration: You have received new training requests - Message (HTML)
File Edit View Insert Format Tools Actions Help
Reply Reply to All Forward
From: HR Training
Sent: Wed 04/06/2008 16:00
To: Steffen Fobe
Cc:
Subject: b.trained - administration: You have received new training requests
brussels airlines
b.trained
Dear Colleague,
You have received a new training request(s) from your staff members. You can approve or refuse the requests by going on the Brussels Airlines online course registration platform (manage requests).
Please keep in mind our training policy when approving or refusing requests.
Should you have any question regarding the courses themselves, feel free to contact the Training Departments in charge of organisation of the courses.
Best Regards,
Your Human Resources Training Department
View the Brussels Airlines Training policy
Access to b.trained within the network, click here
Access to b.trained from outside the network (from home, hotel, ...), click here

Pending Requests notification e-mail.

Overview of your Team Members Subscriptions

As a Line Manager you will be able to have an overview of the approved training applications made by your Team, by clicking the 'subscriptions' button.

The subscriptions listed are the ones that have completed the entire registration process (approved by the Line Manager and by the Training Organizer).

To make this overview clear, you can filter the subscriptions on two combinable criteria's:

- By course
- By status (approved or denied).

subscriptions
pending requests
courses
categories
users
Subscription Overview
Courses displayed below are courses that have completed the registration process (approved or refused by the Line Manager and approved or refused by the Training Department in charge of the organisation of the training course)
= add manual subscription = approved subscription = cancelled or denied request
add manual subscription
Filter:
All courses
Approved requests
Denied requests
Subscription date: 03/06/2008 Line manager: Steffen Fobe
Trainee: Fabiola Laguna
Course: 4. Microsoft Excel (Power Users) [HR]
From: 04/06/2008 16:10 To: 04/06/2008 16:10
Reason: Have a nice training. Diane Cauwenberghs
Subscription date: 03/06/2008 Line manager: Steffen Fobe
Trainee: Fabiola Laguna
Course: English Presentation Skills [HR]
From: 16/06/2008 08:30 To: 16/06/2008 17:30
Reason: As we just discussed, for the moment the session is full. Another session is organised on 30 September 2008. Diane Cauwenberghs

Subscription overview & Filter option

Registration of non b.air employees

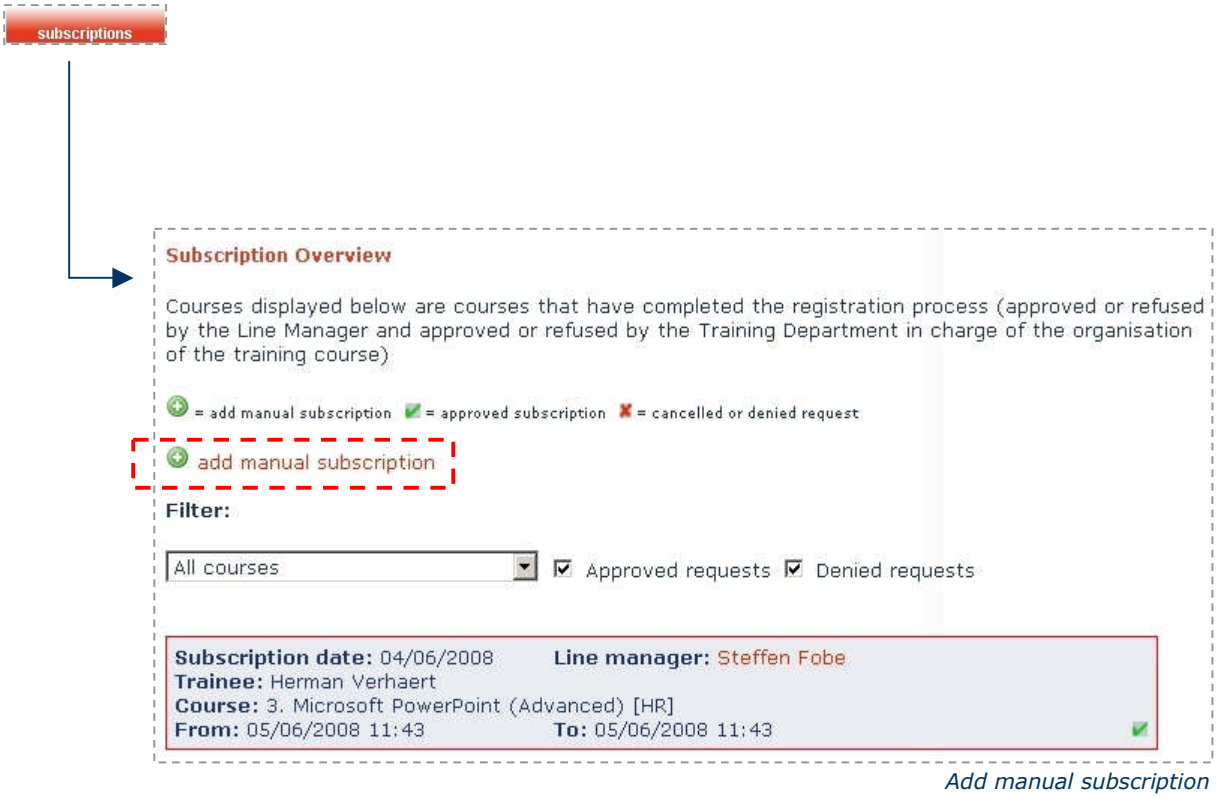
As a Line Manager, you can register people to courses.

We would advise you to use this functionality only for employees not employed by Brussels Airlines, such as ground staff, employed by Handling Partners in outstations that need to follow a Brussels Airlines training.

Please note that:

- When you subscribe an employee to a course, the registration flow will be the same flow as for 'normal' registrations, meaning that if you are his / her Line Manager, you will have to approve the request in your pending requests.
- The employee will also receive the e-mails notifying him / her about the status if his / her request.

To access to this functionality, when logged in as a Line Manager in the Online Course Registration Modules, click on the 'subscriptions' button, then click on the 'add manual subscription' button.


subscriptions
Subscription Overview
Courses displayed below are courses that have completed the registration process (approved or refused by the Line Manager and approved or refused by the Training Department in charge of the organisation of the training course)
= add manual subscription = approved subscription = cancelled or denied request
add manual subscription
Filter:
All courses
Approved requests
Denied requests
Subscription date: 04/06/2008 Line manager: Steffen Fobe
Trainee: Herman Verhaert
Course: 3. Microsoft PowerPoint (Advanced) [HR]
From: 05/06/2008 11:43 To: 05/06/2008 11:43

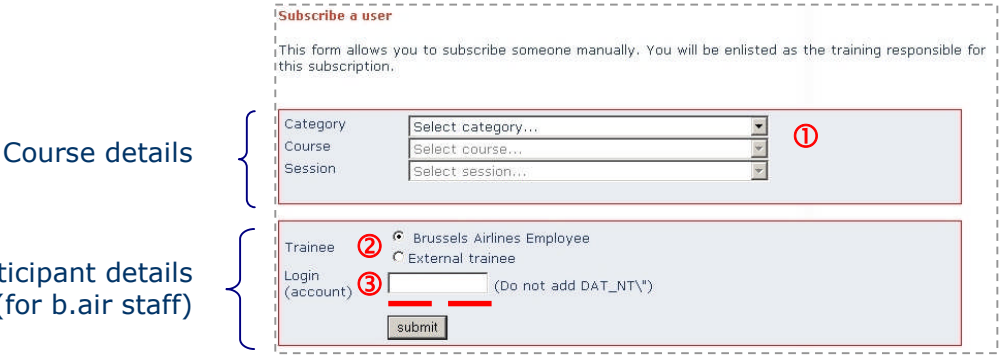
Add manual subscription

To subscribe a user you should first select:

① The course details (category, course and session)
② Select the type of trainee (b.air or non b.air employee)
③ Enter the details of the person that you would like to register.

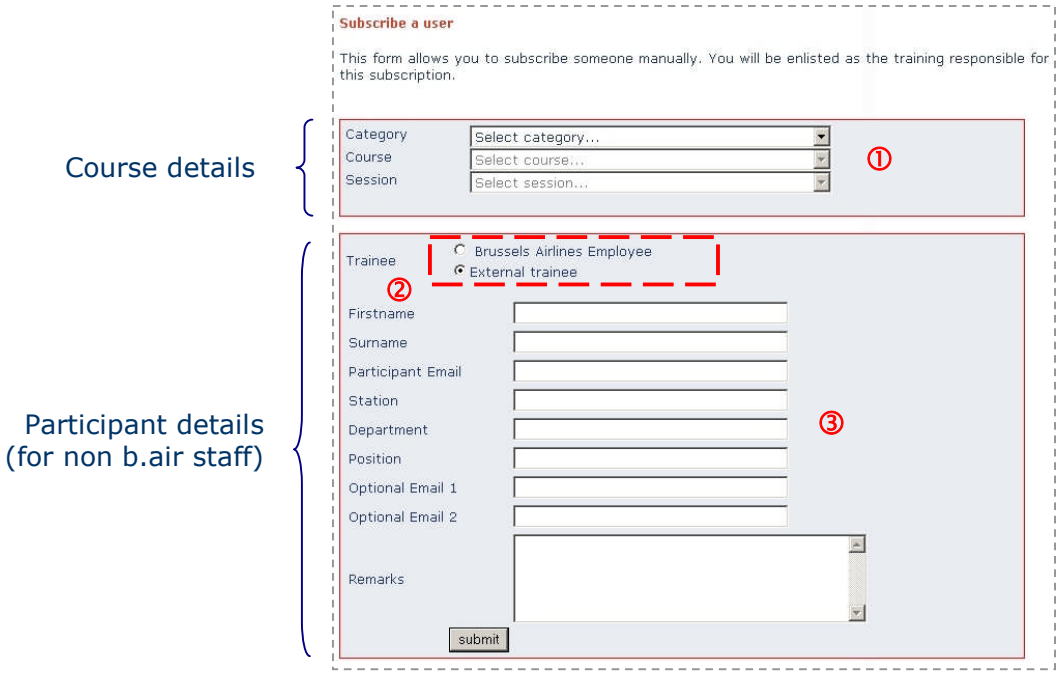
Subscription of b.air employee (for Training Organisers only)

This function has been created for Training Organiser, in order to allow them to subscribe Brussels Airlines employees who have not started working in the company yet.



Subscription of b.air employee

Subscription of non b.air staff



Subscription of non-b.air staff

Optional e-mails: allows you to send the confirmation to several e-mail adresses (for example, the manager of the external trainees, …).

Logout

When you have finished processing the requests from yours or external staff members, you should logout from b.trained by using the Logout button on the left menu bar of b.trained.